

Finding 1: Initial Contact Date

An initial contact date must be recorded for all new participants. This date marks the beginning of the federally mandated timeline in which a participant is to receive a notice of eligibility/ineligibility or have an appointment offered to them. For pregnant women and migrant workers, notice must be given within 10 days (unless a request for an extension from the State is requested, received and documented – this extends the requirement to 15 days); all other applicants must receive notice within 20 days.

Reference: *State Plan for Montana's Supplemental Nutrition Program for Women, Infants and Children*; Chapter 5, Policy 5.1, Pages 5-2 and 5-3.

Finding 2: Participant Identification Documentation

Participant chart is missing appropriate proof of identification.
Proof of identification is inappropriate.
Proof of identification documented does not match scanned documentation.
Proof of identification scanned is unreadable.

Reference: *State Plan for Montana's Special Supplemental Nutrition Program for Women, Infants and Children (WIC)*, Chapter 5, Policy 5.1, Pages 5-3 and 5-4.

Finding 3: Participant Authorized Representative Identification Documentation (required for infants and children)

Participant chart is missing appropriate proof of identification for authorized representative.
Proof of identification is inappropriate.
Proof of identification documented does not match scanned documentation.
Proof of identification scanned is unreadable.

Reference: *State Plan for Montana's Special Supplemental Nutrition Program for Women, Infants and Children (WIC)*, Chapter 5, Policy 5.1, Pages 5-3 and 5-4.

Finding 4: Residence Documentation

No proof of residence on file.
Proof of residence documented does not match scanned documentation.
Current address does not match scanned proof of residency.
Proof of residence scanned is unreadable.

Reference: *State Plan for Montana's Special Supplemental Nutrition Program for Women, Infants and Children (WIC)*, Chapter 5, Policy 5.1, Pages 5-4 through 5-7.

Finding 5: Income Documentation/Adjunctive Eligibility (SIS)

No proof of income on file or inappropriate proof of income on file.
Inadequate proof of income on file (ex: pay stubs for two weeks income)
Zero income form used improperly.
Participant chart indicates adjunctive eligibility; however, participant has not been SIS'd for current certification period.

Reference: *State Plan for Montana's Special supplemental Nutrition Program for Women, Infants and Children (WIC)*, Chapter 5, Policy 5.1.

Finding 6: End of Certification/Ineligibility Notice

End of certification notice (Official Notification) is not documented (missing) in the participant chart.
(Required for each certification end – pregnancy, post-partum, breast feeding, infant, child [each time the current certification is coming to an end and a new certification will be scheduled.])

Reference: *State Plan for Montana's Special Supplemental Nutrition Program for Women, Infants and Children*, Chapter 5, Policy 5.4.

Finding 7: Civil Rights

Household information is inaccurately documented.
Rights and Responsibilities missing from participant chart.
Clinics do not provide reasonable accommodations for all types of disabilities.
Posters with Office Hours, “And Justice for All”, “Non-smoking” and “Fair Hearing Procedures” are missing.

Reference: *State Plan for Montana's Special Supplemental Nutrition Program for Women, Infants and Children*; Chapter 3, Policy 3.12.

Finding 8: Benefits Issuance

Benefits not signed. Mailed benefits not documented in the mailed log for the clinic.
Proxy note or other ID documentation missing in participant chart when proxy receives benefits.

Reference: *State Plan for Montana's Special Supplemental Nutrition Program for Women, Infants and Children*; Chapter 3, Policy 3.4 – 3.11.

Finding 9: Confidentiality/Integrity

Inappropriate documentation copied to household member’s chart.
Local agency staff breaches confidentiality regarding a WIC participant and/or family member verbally or in writing.

Reference: *State Plan for Montana's Special Supplemental Nutrition Program for Women, Infants and Children (WIC)*, Chapter 3, Policy 3.9.

Finding 10: VOC Process

Proper VOC documents are not scanned into the participants’ chart.
Missing essential information – name, certification date, certification end date.
VOC not honored as a valid certification without requiring new information before receiving benefits.

Reference: *State Plan for Montana's Special Supplemental Nutrition Program for Women, Infants and Children (WIC)*, Chapter 5, Policy 5.3.